



**Public Health**  
Prevent. Promote. Protect.

Fond du Lac County  
Health Department

# FOND DU LAC COUNTY HEALTH DEPARTMENT FACE COVERING COMPLIANCE FAQs

**Q**

**What do I do if I see someone not wearing a mask, even though they should be?**

**A:** Nothing. Some people have conditions or circumstances that would make wearing a cloth face covering difficult or dangerous. Just wear your mask and stay six feet away.

**Q**

**What do I do if someone is harassing me for wearing or not wearing a mask?**

**A:** No one should have to endure harassment, for any reason. Contact your local law enforcement if the situation has escalated to a criminal act.

**Q**

**Business owners are expected to enforce the mask mandate in their places of business. A business has the right to refuse service to individuals who do not comply. What do I do if someone is threatening or harassing my business and employees because they do not want to wear a face covering in my facility?**

**A:** Contact your local law enforcement if the situation escalates to a criminal act. Contact the health department about complaints about face covering non-compliance.

**Q**

**What do I do if I notice a business or organization not implementing the face covering requirement into their operations?**

**A:** A complaint can be submitted to Fond du Lac County Health Department at our email, [health@fdlco.wi.gov](mailto:health@fdlco.wi.gov), or by calling 1-920-929-3085 ext. 6.

- Please provide details of the concern.
- Response times may vary as our staff are managing many aspects of COVID-19 response.

**Q**

**How is the health department following up with the complaint?**

**A:** Individuals who file a complaint will not be receiving a phone call or email back, unless more information is needed. The health department is taking an education first approach to Gov. Evers' order on requiring face coverings and will review complaints and follow up as determined necessary.